

# Getting Started Guide for the VSX Series



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# Getting Started Guide

## for the VSX Series

When you attend a meeting using the Polycom® VSX™ system, you'll see that it's very much like any other meeting you attend in a conference room. With a VSX system, you can meet with people anywhere in the world, without any travel required.

The VSX systems are easy to use. It's easy to place calls, create your own directory of numbers, change the way calls are answered, and customize what you see on the screen. Depending on how your system is configured, you can make video calls using ISDN or IP connections and to one site or multiple sites at one time.

You can also share information in calls using content sharing software, document cameras, VCRs, DVDs or microscopes.

Before you place your first call, use this guide to get some basic "how-to" information. This guide includes overview information that you may find helpful when you're just starting to learn about video conferencing or when you have experience, but you need a quick refresher.



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VSX systems can be customized to show only those options used in your organization. Therefore, there may be options covered in this guide that you cannot access on your system. To find out more about these options, please talk to the administrator of your VSX system.

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## System Basics

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### Using the Remote Control

You use the remote control to place calls, adjust the volume, navigate screens, and select options.

If you need to enter text, you can press number buttons, using the text-entry method commonly used with cell phones. For example, to enter a "b",

press the number 2 button twice. Alternatively, you can press  Keyboard and use the on-screen keyboard to enter text

# VSX7400s Series Handset



## Calling and Answering

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### Answering a Video Call

The VSX system can answer incoming calls in one of these ways:

- The system prompts you to answer the calls manually.
- The system answers incoming calls automatically.

When a call comes in, you hear a ringing sound, and you may see a message that includes the number of the person calling. If the person is listed in the system directory, you'll also see the person's name.

To answer the call manually:

- Press  Call on the remote control.

If your system is set up to automatically answer calls, the call connects automatically.



If you see  Near on your screen, your microphone is muted. To unmute your microphone, press  Mute on the remote control. For VSX set-top and component systems, you can also press  on the microphone.

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### Placing a Video Call

You can use your system to place a video call in any of these ways:

- Entering a name or number
- Choosing a site from:
  - ü The Recent Calls list
  - ü The Contacts or Speed Dial list
  - ü The Directory

## Calling by Entering a Name or Number



### To place a call by entering a name or number:

1. In the dialling field, enter the dialling information. Depending on the capabilities of your system and the system you are calling, the dialling information will look like one of these samples:

10.11.12.13 (IP address)

2555 (extension)

stereo.polycom.com (DNS name)

Ascot Conference Room (system name)

19784444321 (ISDN number)

The system automatically determines the type of call to make based on the information you enter.

2. Enter any additional information needed for the call. The available settings depend on the type of call and your system's configuration. Not all calls require these settings:
  - o Call Quality – Specify the bandwidth or call type for this call. For most calls, choose Auto to let the system determine the best quality for the call.
  - o Second ISDN number – Use two numbers only when the person you are calling instructs you to do so.
  - o Gateway extension – If you need to dial an extension, enter the extension in the second entry field. If your system is not configured with a second entry field, you can enter the extension when the gateway prompts you.
3. Press Call on the remote control to place the call.

Call progress indicators appear on the screen to show that the call is in progress. When the indicators turn green, the call is connected.

## Calling from the Recent Calls List

You may be able to choose a number to call from a list of the sites you have called recently. The Recent Calls screen provides details of all incoming and outgoing calls, including the time of the calls.

### To place a call from the Recent Calls screen:

1. Select Recent Calls from the Place a Call screen.
2. Scroll to the entry you want to call.
3. Press Call to place the call.



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To see more details about a call listed on the Recent Calls screen, highlight the call and press Help on the remote control.

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## Calling from the Contacts or Speed Dial List

You may be able to access calling information for specific sites using the Speed Dial or Contacts list on the Place a Call screen.

To place a call using the Speed Dial or Contacts list:

1. Select Speed Dial or Contacts from the Place a Call screen.
2. Scroll to the entry you want to call.
3. Press  Call to place the call.

## Calling from the Directory

The directory is a list of names and numbers that's stored locally on the VSX system.

If the system is registered with a global directory, the directory also includes entries from the global directory. Global entries are marked with . For both types of entries, the name appears with its corresponding number, IP address, or both.

To place a call from the directory:

1. Press  Directory on the remote control.
2. Find the entry to call.
3. Press  Call to place the call.



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Depending on your system configuration, when you make a call using an entry with both ISDN and IP dialing information, the system may prompt you to choose which way to place the call.

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## Ending a Video Call

To hang up from a call:

1. Press  Hang Up on the remote control.
2. Confirm that you want to end the call.



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If you don't confirm that you want to hang up, the system disconnects the call automatically after 60 seconds.

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## Types of Video Calls You Can Make

Depending on your system configuration, you may be able to make calls using ISDN, IP, SIP, or V.35. The VSX 6000 allows only IP calls. The following table lists some possible call combinations.

From«	You can call«	By dialing«
ISDN	ISDN	Phone number
	IP	Phone number of the far-site gateway and the extension (E.164 address) of the far site.  Enter the extension after the gateway number or wait until the gateway prompts you for the extension.
LAN	Same LAN	Alias, E.164 address, or IP address
	Different LAN	Access code of the near-site gateway, the selected speed code, the ISDN number for the far-site gateway, and the extension (E.164 address) of the far site.  Enter the extension after the gateway number or wait until the gateway prompts you for the extension.
	ISDN	Access code of the near-site gateway, the selected speed code, and the ISDN number of the far site.



When you call an IP system through a gateway that requires an extension (E.164 address), enter the extension in the dialing field whenever possible. Check with your network administrator for the extension delimiter you will need to enter into the dialing field. For example, some networks use ## to separate the extension from the IP address.

When you include the extension, you will be given the option of saving both the number and the extension in the directory when the call ends. If you enter the extension after the gateway connects, then you can save only the gateway number when the call ends.

## Placing Audio-only Calls and Adding Audio-Only Sites

You may be able to use your VSX system to place an audio-only call, or you can add an audio-only call to a video conference. This lets you:

- Use your system in the same way as a telephone.
- Add audio-only participants to your video calls.
- Add video calls to your audio-only calls.



Other audio options are available if your conference room has a VSX video conferencing system integrated with a SoundStation VTX 1000™ conference phone.

For more information about using the SoundStation VTX 1000 conference phone, see [Using the SoundStation VTX 1000 Conference Phone in Video Calls](#) on page 28.

### Placing an Audio-Only Call

You can place an audio-only call from VSX systems that have Analogue Phone or Voice Over ISDN enabled.

**To place an audio-only call from your system:**

1. On the Place a Call screen, enter the number you want to call.
  - To place a call within your PBX system, enter the last four digits of the number.
  - To delete a digit, press  Delete on the remote control.
2. Press  Call to place the call.

### Adding an Audio-Only Call to a Video Call

**To add an audio-only call after your video call connects:**

1. Press  Call on the remote control.
2. Select Add Call from the Hang Up screen.
3. Use the number buttons on the remote control to enter the telephone number of the audio participant that you want to add to your video conference.
4. Press  Call on the remote control.
5. After the audio call connects, press  Near or  Far to return to the video conference.

## Adding a Video Call to an Audio-Only Call

If you are already in an audio-only call, you can add a video call to your call.

To add a video call after your audio-only call connects:

1. On the Place a Call screen, enter the number you want to call.
2. Press  Call to place the call.

## Ending an Audio-Only Call

To hang up from an audio-only call:

1. Press  Hang Up on the remote control.
2. Select the audio-only site from the Hang Up screen to hang up the call.



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If the person on the telephone hangs up first, you need to disconnect the call from the VSX system, just as you would hang up a telephone receiver in a regular phone call.

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## Controlling What You See

Adjusting your cameras lets you show conference participants what you want them to see. You can adjust cameras and other video sources before the meeting starts and while the meeting is in progress.

## Selecting and Adjusting a Camera or Other Video Source

You can use the remote control to select the main camera or any other near-site or far-site video sources, such as document cameras, laptops, VCRs or DVD players.

You can also use the remote control to adjust the main camera on VSX set-top and component systems. If you have a VSX 3000 system, you must pan, tilt, and focus the main camera manually. You can also adjust any auxiliary camera or far-site camera that supports pan, tilt, and zoom movement.



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You can adjust the far-site camera only if the camera supports electronic pan, tilt, and zoom, and the far site system is configured to allow you to control its camera.

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To select a near-site or far-site camera or other video source:

1. If you are in a call, press  Near or  Far to select either a near-site or far-site camera or other video source. The icon on the screen indicates which you can select:

	If you see this, you can control a near-site camera or video source
	If you see this, you can control a far-site camera or video source

2. Press  Camera on the remote control. Then press the number for the camera or other video source you want to select at the near or far site. For example, press 1 to select the main camera.

The image from the camera or video source you selected appears on the screen.

To adjust a camera using the remote control:

1. Press  Near or  Far to select either a near-site or far-site camera.
2. Press the arrow buttons on the remote control to move the camera up, down, to the left, or to the right.

3. Press  Zoom to zoom out or in.

## Setting and Using Camera Presets

Camera presets are stored camera positions that you can create ahead of time or during a call.

Presets allow you to:

- o Automatically point a camera at pre-defined locations in a room.
- o Select a video source such as a VCR or DVD player, a document camera, or an auxiliary camera.

If your system's main camera supports electronic pan, tilt, and zoom movement, you can create up to 100 preset camera positions for the near site. Each preset stores the camera number, its zoom level, and the direction it points (if appropriate). Near-site presets are available for VSX set-top and component systems. They remain in effect until you delete or change them.

Depending on configuration capabilities, you may be able to control the camera at the far site. If far-site camera control is allowed, you can create up to 17 presets for the far-site camera. These presets are saved only for the duration of the call. You may also be able to use presets that were created at the far site to control the far-site camera.

To move the camera to a preset:

1. If a call is connected, press  Near or  Far to choose a near-site or far-site camera or other video source.
2. Press a number on the remote control.

The camera moves to the preset position for the camera or other video source.

To view your near-site presets (VSX set-top and component systems):

- o Press  Preset on the remote control.

Icons for presets 0-9 are shown on the screen. The colored icons indicate stored camera positions, and the gray icons indicate available presets.

To store a preset:

1. If you are in a call, press  Near or  Far to choose a near-site or far-site camera or other video source.
2. If you selected a camera that supports electronic pan, tilt, and zoom, you can adjust the camera's position:
  - o Press the arrow buttons on the remote control to move the camera up, down, to the left, or to the right.  

  - o Press  Zoom to zoom the camera out or in.
3. Press  Preset on the remote control.

4. Press and hold a number to store the preset position. To store a double-digit preset, hold the second number down. Any existing preset stored at the number you enter is replaced.

The system uses preset 0 as the default camera position.

#### To delete all presets:

1. If a call is connected, press  Near to choose a near-site video source.
2. Press  Preset on the remote control.
3. Press  Delete to delete all presets.



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You cannot delete just one preset. Instead, override an existing preset with the new camera position.

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## Switching Between Full Screen Video and the Home Screen

Before the call connects, you see the near video in a small window on the Place a Call (home) screen. When the call connects, the system automatically shows the video in the whole screen. You can switch back to the Place a Call screen during a call, for example, if you need to adjust a user setting, and your system is configured to allow you to do so.

#### To see the video in the full screen:

- o Press  Near on the remote control.

#### To see the Place a Call screen:

- o Press  Home on the remote control.

## Showing, Moving, and Turning Off the PIP

During a call on a single-monitor system, the Picture-in-Picture (PIP) displays what your main camera is sending to the far site. (This lets you adjust the camera if you need to.) If the far site shows any type of content, the content appears in the main part of the screen, and the PIP changes to show the people at the far site.

During a call on a dual-monitor system, what you see on each monitor and in the PIP depends on how the VSX system has been configured.

#### To show, move, or turn off the PIP during a call:

- o Press  PIP on the remote control to display the PIP on screen.
- o While the PIP has a yellow border, press  PIP repeatedly to move it to different corners of the screen.
- o After a brief pause, the PIP border turns blue. Then, press  PIP to turn the PIP off.

To swap the views shown in the PIP and the main screen:

1. If the PIP is not showing, press  PIP on the remote control to display the PIP on screen.

2. Press  Camera and select the  Swap PIP icon.

During calls using a single monitor and the Dual Monitor Emulation feature (split-screen viewing), without content, you can use the PIP button to scroll through the following screen layouts:

1. Near and far sites, same size, side by side
2. Far site big, near site small
3. Near site big, far site small
4. Near site, full screen
5. Far site, full screen

## Controlling What You Hear

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### Adjusting Volume

Use the remote control to raise or lower the volume of the sound you hear. Changing the volume affects only the sound you hear at your site.

To adjust the volume:

Press  Volume.

### Muting the Microphone

You can mute the microphone if you do not want the far site to hear you. For example, you might mute the microphone if you want to speak to someone privately.

To mute or un-mute the microphone:

Press  Mute on the remote control. For VSX set-top and component systems that use a Polycom microphone, you can also mute the call by pressing  on the microphone.

### Enjoying Stereo Audio in Video Calls

If your video conferencing room is configured to use stereo sound, the left and right microphone inputs are configured during system setup. It is important that you do not move the microphones as this may detract from the stereo audio experience.



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Stereo audio is only used in video calls of 256 Kbps or higher.

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## Showing Content and Video Sources

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You may be able to show the following to the far sites:

- Any information stored on a laptop or PC
- A paper document or object placed on a document camera
- A videotape or DVD

You can share one type of content or one video source at a time, and you can switch to a different type of content or video source if you need to. Participants at other sites can also share content or video sources.

### Using a Document Camera or Microscope Camera

All VSX systems enable you to show different types of information to other sites in a call, such as through a document camera or microscope camera.

**Before the call begins:**

1. Make sure the document camera is powered on.
2. Position your document or object in the document camera or microscope.

**To start showing a document or an object in a call:**

1. Press  Camera on the remote control.
2. Select a video source.
3. Press  on the remote control.

**To stop showing a document or an object in a call:**

1. Press  Camera on the remote control.
2. Select the main camera.
3. Press  on the remote control

## Using a VCR or DVD Player

All VSX systems enable you to show different types of information to other sites in a call, such as through VCR, or DVD player.

### Before the call begins:

1. Make sure the VCR or DVD player is connected and powered on.
2. Insert the videotape or DVD.

### To start showing a videotape or DVD in a call:

1. Press  Camera on the remote control.
2. Select a video source.
3. Press  on the remote control.

### To stop showing a videotape or DVD in a call:

1. Press  Camera on the remote control.
2. Select the main camera.
3. Press  on the remote control

# Using the SoundStation VTX 1000 Conference Phone in Video Calls

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Your conference room may include a VSX video conferencing system integrated with a SoundStation VTX 1000 conference phone. This configuration lets you use the video conferencing system and the conference phone together to place and manage video and audio-only calls. If the system is configured correctly, "VSX OK" appears on the conference phone display.

## Placing a Video Call with the SoundStation VTX 1000 Conference Phone

If your VSX video conferencing system and SoundStation VTX 1000 have been configured to work together, you can use the conference phone to place video calls.

To place a video call using the SoundStation VTX 1000 phone:

1. Leave the SoundStation VTX 1000 conference phone on hook.
2. On the conference phone keypad, enter one of these:
  - o The ISDN number (for example, 19784444321) of the VSX system
  - o The IP address (for example, 10.11.12.13) of the VSX system.
2. Press the VID CALL soft key on the conference phone to place the call.

### Dial a Call:

You can dial a call the conventional way, getting a dial tone first, or you can dial the way cellular phones do, entering and editing all the numbers before you outpulse them, as shown below.

### Dial Tone Dialling:

1. Press the  (Phone) button to get a dial tone.
2. Dial the phone number. Each number is dialled when you press it.

## Adding Sites to a Video Call Using the SoundStation VTX 1000 Conference Phone

You can add video or audio-only sites to a video call using the SoundStation VTX conference phone.

To add video or audio-only sites:

1. Place a video call to the first site using the SoundStation VTX conference phone or the video conferencing system.
2. On the conference phone, enter the number of the site you want to add.
  - o To call a video site, enter the number, and press the VID CALL soft key.
  - o To call an audio-only site, enter the number, and press the Phone button on the phone keypad.

Use the SoundStation VTX 1000 conference phone to make volume adjustments after adding an audio-only site to a video call.

## Muting the Audio in a Call that Includes a SoundStation VTX Conference Phone

You can use the mute button on the SoundStation VTX conference phone to mute the audio in video calls.

**To mute the audio in a call with the SoundStation VTX 1000 conference phone:**

>> Do one of the following:

1. Press the Mute button on the conference phone.
2. Press  Mute on the remote control.



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The red indicator lights on the conference phone show when the audio is muted. The near site mute icon also appears on the monitor display.

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## Adding Video to a SoundStation VTX 1000 Conference Phone Audio-only Call

If you are in an audio call with another SoundStation VTX 1000 conference phone and the far site also has a VSX video conferencing system integrated with a SoundStation VTX conference phone, you can switch from the audio-only call to a video call.

**To add video to an audio call:**

1. Place a call with your SoundStation VTX conference phone to the far site's conference phone.
2. When the audio call has connected, press the ADD VIDEO soft key on the conference phone.

You hear a ringing sound as the video portion of the call is added. The SoundStation VTX conference phones are used as microphones for the video call.

## Ending a Call

**To end a call using a VSX system integrated with a SoundStation VTX 1000 conference phone:**

From the conference phone:

>> Press the END VIDEO soft key on the phone.

- If the conference is a point-to-point video call, it will end immediately.
- If the conference is a multi-point video call, the VSX Hang Up screen appears on the monitor. In this case, select which site(s) to disconnect.

From the VSX system:

1. Press  Hang Up on the VSX remote control.
2. On the VSX Hang Up screen, do one of the following:
  - Select which site to disconnect.
  - Choose Hang Up All to end the call for all sites.

## Ending a Call with Audio-Only Participants

Your conference may include a mix of video participants and audio-only participants. If an audio-only participant hangs up during the call, you need to disconnect the call from the conference. This is the same as hanging up a telephone receiver in a regular phone call.

To disconnect the audio-only call:

1. Press  Hang Up on the remote control.
2. If the call is a multipoint call, select VTX Conference Phone from the Hang Up screen to clear the audio line.



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Even if you hang up the video call or the audio-only site hangs up, you still need to hang up the audio-only call from your system. If you do not disconnect the audio-only call from the VSX system, you will hear a tone from the telephone through the conference.

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## Video Conferencing Tips

Read through these quick tips for ideas on how to optimize your video conferencing experience. You'll find general tips for a better meeting, as well as simple suggestions for improving video and audio quality, and for showing documents.

### Tips for Great Meetings

- o Make sure you have the video number(s) of the site you want to call or that the site is listed in a directory.
- o Set your camera presets before you start your call so that you can quickly use them during the call. (You can set up to 100 near-site presets. Depending on the system you call, you may also be able to use the presets stored on the far-site system.)
- o Add peripherals to your system to expand its use. For example, you can add a VCR if you want to show a videotape, or add a Visual Concert VSX or ImageShare II if you want to share data from a laptop or PC. Connect and test your peripheral before any meeting.

### Tips for Great Video

- o Avoid wearing bright colors, all-light or all-dark clothing, or very "busy" patterns (such as small checks or narrow stripes). Light pastels and muted colors look the best on the screen.
- o If there are windows in the room, close any drapes or blinds. Daylight is a variable light source and can conflict with interior room lighting.
- o Use natural gestures when you speak.
- o When adjusting your camera, try to fill the screen as much as possible with people rather than with the table, chairs, walls, lights, or the floor.

## Tips for Great Audio

- Speak in your normal voice without shouting.
- Ask the people at the other site if they can hear you. Have them introduce themselves so you can be sure that you can hear them.
- Mute the microphone before moving it during a meeting.
- Since the audio has a very slight delay, you may want to pause briefly for others to answer you or to make comments.
- As with any meeting, try to limit side conversations.

## VSX Set-Top and Component Systems

- Place the microphone on the table in front of the people in the meeting. If your room is very large, consider adding another microphone.
- If your video conferencing room is configured to use stereo sound, the microphones are positioned and configured during system setup. It is important that you do not move them as this may detract from the stereo audio experience.
- Don't place papers or other objects on or in the way of the microphone, and don't rustle papers or tap on the microphone or table.

## Tips for Showing Content

- Check that your computer has the application you need to show your documents, such as Microsoft® PowerPoint, Project, or Word.
- For a smoother presentation, be sure your document is open and ready to show. Test it before you start the video call.

Any problems?  
Equipment faulty?  
Need assistance or support?

## Contact

For video-conferencing calling and equipment, contact  
Telstra Conferencing on 1800 011 080 Option 3,3, i.e

- Codec or Video Camera
- Visual Concert
- The Visual Conference
- Plasma Screen and Cart
- Document Camera or ELMO
- Conference Phone

~~For all other equipment, contact the WCMICS Directorate, i.e.~~

- ~~• PC~~
- ~~• Microscope & Camera~~
- ~~• Projector and Projector Screen~~
- ~~• Other room equipment~~